



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

500 WEST TEMPLE STREET  
493 HALL OF ADMINISTRATION  
LOS ANGELES, CALIFORNIA 90012

JON W. FULLINWIDER  
CHIEF INFORMATION OFFICER

TELEPHONE: (213) 974-2008  
FACSIMILE: (213) 633-4733

September 30, 2002

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne Brathwaite Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider   
Chief Information Officer

### **STATUS ON RECOMMENDATION CONCERNING E-DOCUMENTING PROJECTS**

This memo is in response to your Board's motion of August 6, 2002, instructing my office, together with the Director of Personnel and the Registrar-Recorder/County Clerk, to review various ongoing e-documenting projects that may be used as a model(s) demonstrating opportunities for improved efficiency within the County; and to report back to you within 30 days with recommendations. We are contacting each County department to identify the types of e-document (document management, imaging, workflow, electronic signature, etc.) applications/projects that are underway or planned in their respective organizations. Completion of this task will require additional time. We will provide your Board with a status on our progress in 60 days.

Following passage of your motion, my staff contacted representatives of the Department of Human Resources and the Registrar-Recorder/County Clerk to discuss their current e-document activities and to develop an approach to respond to your Board's motion. The recommended approach is to identify the e-document projects and initiatives that are currently underway within all County departments. We will also determine whether the respective departments feel that the scope of their project will illustrate the potential benefits of the technology when applied on a countywide basis. It was also suggested that one of the existing e-document projects and initiatives be considered as the vehicle for demonstrating the potential for improvement in efficiency, if implemented more broadly across the County.

We have already begun surveying the industry to gain as much information as possible about e-document technologies and benefits. This information will materially contribute to the formulation of effective metrics to evaluate the efficacy of the candidate projects.

Once this information is gathered, a process for reviewing and evaluating identified projects and initiatives will be developed. Our subsequent status reports will identify one or more candidate projects and the metrics by which we will evaluate the potential impact of this technology on County productivity.

Within the next 90 days, the survey will be completed and a comprehensive inventory of all e-document projects currently in operation in the County, together with the specific technologies upon which they operate will be compiled. Within that same timeframe the metrics that will be used to assess the identified projects will be determined. Using these metrics, one or more project(s) or initiative(s) will be monitored as the candidate project(s) that will demonstrate the efficiencies that could be realized by the County.

The timeframe to complete the full evaluation cannot be determined until the candidate projects are identified. As the projects are identified, we will also make a determination about the availability of funds and the need for consulting support to complete a comprehensive evaluation.

I shall provide your Board with a progress report within the next 60 days, and each 60 days thereafter, until a final report is issued.

If you have questions or require additional information, please contact me at 213.974.2008, or in my absence, Jon Williams at 213.974.2080.

JWF:JW  
EB:ygd

c: Director of Personnel, DHR  
Registrar-Recorder/County Clerk  
Susan Toy Stern, Chief Deputy, DHR